



# Quick Look Guide 1

Topic	Issue	Where to Go for Information And to File Complaints
<b>Local and Intrastate Telephone Services and Rates</b>		State public utility commission for the state where the calls were placed or services were provided
<b>Interstate and International Telephone Services and Rates</b>		Federal Communications Commission
<b>Caller ID Services</b>	Interstate services	Federal Communications Commission
	Intrastate services; privacy (blocking telephone numbers)	State public utility commission
<b>Debt Collection Practices</b>	Telephone company collection practices	Federal Communications Commission
	Debt collection companies	Federal Trade Commission; State Attorney General's Office
<b>Deceptive Advertising Practices</b>	Telephone company advertising practices	Federal Communications Commission
	Advertising practices of companies other than telephone companies	Federal Trade Commission



# Quick Look Guide 2

Topic	Issue	Where to Go for Information And to File Complaints
<b>Fraud</b>	Mail	Chief Postal Inspector
	Telephone	Constituent's local FBI Office; State Attorney General's Office
<b>Harassment by Telephone</b>	Calls placed by debt collectors	Federal Trade Commission
	Interstate harassment calls placed by anyone other than a debt collector	Law enforcement offices; constituent's local FBI Office; Federal Communications Commission
	Intrastate harassment calls placed by anyone other than a debt collector	Law enforcement offices; state public utility commission
<b>Internet Access</b>	Interstate telephone company charges	Federal Communications Commission
	Intrastate telephone company charges	State public utility commission
	Internet service providers	State consumer protection agencies; Federal Trade Commission



# Quick Look Guide 3

Topic	Issue	Where to Go for Information And to File Complaints
<b>Public and Pay Telephones</b>	Intrastate services and rates (coin rates for local calls placed from payphones have been deregulated); malfunctioning equipment	State public utility commission for the state where the calls were placed
<b>Operator Service Providers (OSP)</b>	Interstate services and rates; identification of OSP handling call; blocking 800, 950 or five digit (10XXX) access to constituent's telephone company of choice	Federal Communications Commission
<b>Slamming</b>	Unauthorized change of a constituent's telephone company	Federal Communications Commission
<b>Subscriber Line Charge (Federal)</b>	Sometimes listed on telephone bills as a "network access charge"	Federal Communications Commission
<b>Taxes on Phone Bills</b>	Federal taxes	Internal Revenue Service
	State and local taxes	State or local tax office
<b>Telephone Equipment</b>	Installation; repairs; leasing; warranties; etc.	State or local consumer protection office; manufacturer of equipment; store where item was purchased



# Quick Look Guide 4

Topic	Issue	Where to Go for Information And to File Complaints
<b>Unsolicited Telephone Marketing Calls and Faxes</b>	Issues other than those noted below	Federal Communications Commission
	Deceptive marketing practices of companies other than telephone companies	Federal Trade Commission
	Fraudulent solicitation practices of companies other than telephone companies	Constituent's local FBI office; State Attorney General's Office
	Products received through the mail in connection with fraudulent telephone solicitation practices	Chief Postal Inspector
<b>Cramming Invalid or Unclear Charges on Local Telephone Bills</b>	Non-telephone charges (e.g., "content" services like psychic hotlines); unclear charges	Federal Trade Commission; Federal Communications Commission
	Intrastate services and charges	State public utility commission
	Interstate or international services and charges	Federal Communications Commission
<b>Presubscribed Interexchange Carrier Charges (PICC)</b>	Sometimes listed on telephone bills as a "national access fee"	Federal Communications Commission
<b>Universal Service Charges</b>		Federal Communications Commission



# Quick Look Guide 5

## 900 Number Pay-Per-Call and Other Types of Telephone Information Services

Topic	Issue	Where To Go for Information And To File Complaints
<b>900 Number Pay-Per-Call Services</b>	Disconnection of local or long distance telephone service for non-payment of 900 number charges	Federal Communications Commission
	Charges not separately identified on the telephone bill	Federal Communications Commission
<b>900 Number Pay-Per-Call Blocking Services</b>	Unable to obtain service from the local telephone company to block 900 calls placed from residential or business telephones	Federal Communications Commission
	Received a bill for a 900 number call even though blocking service was ordered from the local telephone company	Federal Communications Commission
<b>All Other Issues Involving 900 Numbers</b>		Federal Trade Commission
<b>Information Services Other Than 900 Number Pay-Per-Call Services</b>	976 and other local or intrastate information services	State public utility commission
	Charges for calls placed to 800 or other toll-free numbers	Federal Communications Commission
	Charges for calls placed to international numbers	Federal Communications Commission